



AOC-TV

SATELLITE TRAINING ROOM

TROUBLESHOOTING

Miscellaneous

Inserting the Smart Card

1. Carefully reinsert the Smart Card with the colored side up and the arrow facing the receiver.

Cautions:

- The Smart Card could be damaged by a static electricity discharge. To prevent this touch the metal case of the receiver before removing the Smart Card.
- Do not touch the gold chip on the bottom of the Smart Card.
- Do not bend the Smart Card.
- Do not force the Smart Card back into the receiver.
- Do not place any other foreign material in the Smart Card reader.

Signal Loss

1. Verify you have had good weather conditions now and recently. If the signal loss is happening or is has started since recent bad weather, you may have a very poor signal or damaged equipment. (See also "Intermittent Signal Loss".)
2. Verify you have a clear line of sight to the Southern sky. (Since the look angles of the dish are wider than the surface of the dish, people have little success trying to point over, under or around obstacles. The best place to mount your dish is somewhere where there is a completely open area between the direction the dish is facing and the sky.)
3. Verify that the coaxial cable from the dish is connected to Satellite In port on the back of the receiver, hand tight.

Intermittent Signal Loss

If the signal loss happens frequently during bad weather and returns when the weather clears up, you may have low signal strength to begin with. If the signal loss always happens at a specific time, you may need to find out what is happening at that time that would cause the signal outage. Some electrical devices in the home may cause a problem when they are on. Also, outside antennas from radio stations or emergency services as well as radar detectors can cause interference. If the signal outage happens in the spring or summer time only, the dish may be facing a tree in which the leaves fall off for the winter and then grow back during this time of year.

Audio

Popping in Audio

1. Verify all cables between your satellite receiver and your TV are connected hand tight.
2. If you are using coaxial cable and your picture has intermittent snow or "sparkles" try changing any coaxial cables between the receiver and the television set. If you are seeing the same symptoms when using other devices (VCR, DVD, video games) to the television set, this is not an issue with the satellite receiver.

Low Audio

1. Verify that your TV and / or stereo volume is turned up.
2. If you have a model 1000, 2700, 2800, 3700, 3900 you may need to adjust the receiver's internal volume control.
 - Press the Menu button on your remote.
 - Arrow to and select on the Volume Control option in the Main Menu. If there is no Volume Control option, select System Setup and then select Volume Control.
 - The setting needs to be set at DISH Remote Volume Control to operate the receiver's internal volume.
 - Select Save.
 - You will now be able to adjust the volume in the receiver only. The receiver's volume tops out at 22. This is a good method of determining what volume display you are looking at, the receiver's or the TV's.
3. Turn up the receiver internal volume.
4. Power your receiver off and unplug it from the electrical outlet.
5. Wait 15 seconds, plug it back in and turn it on.

No Dolby Digital

1. Verify you are using a Dolby Digital capable satellite receiver, model 4700, 4900, PVR501, 6000, 7100, 7200 receivers and the 4000 and 5000 receivers when used with the Dolby Digital adapter (no longer available).
 - Press the Sys Info button, above the number 1, on your DISH Network remote.
 - If your remote does not have a Sys Info button you can remove the Smart Card from the front of your receiver. It is located behind a small door.
 - If after 30 seconds the system information does not appear on your screen, press the Info button on the front of your receiver.
2. Verify you are on a Dolby Digital channel. The channels that are being offered in the Dolby Digital format are 300, 303, 318, 319, 350, 351, 9428, 9430, 9440 and the PPV channels noted with a "DD" next to its title.
3. Verify the Dolby Digital cables are connected from the optical outlet on the receiver to your Dolby Digital Decoder or Dolby Digital stereo receiver.

Video

Blackout Message

1. If you have activated a receiver today, that receiver will not have the current blackout information until after the nightly download. Your receiver will download current blackout information nightly.
2. Make sure you are not turning off electrical power to your receiver at night. If the electrical outlet that your receiver is plugged into is controlled by a light switch, you must keep the switch in the On position overnight to maintain standby power to the unit. Turning the switch off or unplugging the receiver from the wall outlet prevents your receiver from downloading up to date blackout information

Channels Not in Program Guide

1. Verify you are in the correct guide.
2. Receivers with favorite lists may be on a guide list that does not contain the channel you are looking for. Your receiver may be on ALL CHAN, ALL SUB or LIST 1. To change between the different guide lists, press the Guide button on your remote until you are on the one you want.
3. Power your receiver off and unplug it from the electrical outlet.
4. Wait 15 seconds, plug it back in and turn it on.
5. Press Menu on your remote.
6. Arrow to and select System Setup or Installation.
7. Arrow to and select Multi-Dish Install or Point Dish/Signal.
8. In this menu option you should have an option for Check Switch. If not, Cancel and select the other option in step 6.
9. Verify you have a green signal bar at the bottom of the screen.
10. Arrow to and select Check Switch.
11. Select Check.
12. Wait for summary and select OK.
13. On your remote, select Cancel, then View.

Blue Screen

1. Verify that your satellite receiver is plugged into a power outlet and turned on.
2. Verify that your TV is tuned to the correct channel or input. If you are using coax between the receiver and TV, your TV should be set to channel 3 or 4. If you are using RCA (yellow, red and white) cables between the receiver and TV, your TV should be set to a video input. (Televisions vary by manufacturer. If you are having difficulty changing your television to Video, sometimes called "Line" mode, consult your television's owners manual for more information.)
3. If you are using a VCR, verify it is tuned to the correct channel (3 or 4) or video input. (VCRs vary by manufacturer. If you are having difficulty changing your VCR to Video, sometimes called "Line" mode, consult your VCR's owners manual for more information.)
4. Insert and play a pre-recorded tape into your VCR and verify that the picture shows on your television.
5. If no picture is seen, check the connections from your VCR to your TV. There is no problem with your satellite receiver and it may be necessary to replace or re-connect the cable from your VCR to your TV.

6. If the picture is seen on your TV, bypass your VCR and connect the cable from your TV into the back of the satellite receiver. If you are using coax between your TV and VCR, connect the cable to TV Set Out on the receiver. If you are using RCA cables between your TV and VCR, connect the cables to the Video and Audio (yellow, red, and white) ports on the receiver.
7. If there is still no picture and you are using coaxial cable, switch the output selector on the back of the receiver to a different channel, (3 or 4) and then change the channel on your TV to 3 or 4.
8. If there is still no picture or you are using RCA cables and there is still no picture, please call 1-800-333-3474 for further assistance.

Snowy Screen

1. Verify that your satellite receiver is plugged into a power outlet and turned on.
2. Verify that your TV is tuned to the correct channel or input. If you are using coax between the receiver and TV, your TV should be set to channel 3 or 4. If you are using RCA (yellow, red and white) cables between the receiver and TV, your TV should be set to a video input. (Televisions vary by manufacturer. If you are having difficulty changing your television to Video, sometimes called "Line" mode, consult your television's owners manual for more information.)
3. If you are using a VCR, verify it is tuned to the correct channel (3 or 4) or video input. (VCRs vary by manufacturer. If you are having difficulty changing your VCR to Video, sometimes called "Line" mode, consult your VCR's owners manual for more information.)
4. Insert and play a pre-recorded tape into your VCR and verify that the picture shows on your television.
5. If no picture is seen, check the connections from your VCR to your TV. There is no problem with your satellite receiver and it may be necessary to replace or re-connect the cable from your VCR to your TV.
6. If the picture is seen on your TV, bypass your VCR and connect the cable from your TV into the back of the satellite receiver. If you are using coax between your TV and VCR, connect the cable to TV Set Out on the receiver. If you are using RCA cables between your TV and VCR, connect the cables to the Video and Audio (yellow, red, and white) ports on the receiver.
7. If there is still no picture and you are using coaxial cable, switch the output selector on the back of the receiver to a different channel, (3 or 4) and then change the channel on your TV to 3 or 4.
8. If there is still no picture or you are using RCA cables and there is still no picture, please call 1-800-333-3474 for further assistance.

Boxes in Screen (Pixelization)

1. Turn off your receiver from its' front panel power button.
(Exception: model 1000 has no front panel buttons, use remote.)
2. Unplug the receiver's power cord from the electrical outlet.
3. Wait 15 seconds.
4. Plug the receiver's power cord back into the electrical outlet and turn your receiver back on.

Black Screen

1. Verify that your satellite receiver is plugged into a power outlet and turned on.
2. Verify that your TV is tuned to the correct channel or input. If you are using coax between the receiver and TV, your TV should be set to channel 3 or 4. If you are using RCA (yellow, red and white) cables between the receiver and TV, your TV should be set to a video input. (Televisions vary by manufacturer. If you are having difficulty changing your television to Video, sometimes called "Line" mode, consult your television's owners manual for more information.)
3. If you are using a VCR, verify it is tuned to the correct channel (3 or 4) or video input. (VCRs vary by manufacturer. If you are having difficulty changing your VCR to Video, sometimes called "Line" mode, consult your VCR's owners manual for more information.)
4. Insert and play a pre-recorded tape into your VCR and verify that the picture shows on your television.
5. If no picture is seen, check the connections from your VCR to your TV. There is no problem with your satellite receiver and it may be necessary to replace or re-connect the cable from your VCR to your TV.
6. If the picture is seen on your TV, bypass your VCR and connect the cable from your TV into the back of the satellite receiver. If you are using coax between your TV and VCR, connect the cable to TV Set Out on the receiver. If you are using RCA cables between your TV and VCR, connect the cables to the Video and Audio (yellow, red, and white) ports on the receiver.
7. If there is still no picture and you are using coaxial cable, switch the output selector on the back of the receiver to a different channel, (3 or 4) and then change the channel on your TV to 3 or 4.
8. If there is still no picture or you are using RCA cables and there is still no picture, please call 1-800-333-3474 for further assistance.

Frozen Screen

1. Turn off your receiver from its' front panel power button. (Exception: model 1000 has no front panel buttons, use remote.)
2. Unplug the receiver's power cord from the electrical outlet.
3. Wait 15 seconds.
4. Power your receiver back on.
5. Turn off your receiver from its' front panel power button. (Exception: model 1000 has no front panel buttons, use remote.)
6. Locate the Smart Card in the receiver. The Smart Card looks like a credit card and is usually located in the front left of your receiver behind a small door. The door will either swing up or swing down. The Smart Card could be damaged by static electricity. To prevent this, you should touch the metal case of the receiver before touching the Smart Card.
7. Carefully remove the Smart Card for 15 seconds.
8. Carefully reinsert the Smart Card with the colored side up and the arrow facing into the receiver.
9. Power your receiver back on.

Black Screen with a Banner

1. Turn off your receiver from its' front panel power button. (Exception: model 1000 has no front panel buttons, use remote.)
2. Locate the Smart Card in the receiver. The Smart Card looks like a credit card and is usually located in the front left of your receiver behind a small door. The door will either swing up or swing down. The Smart Card could be damaged by static electricity. To prevent this, you should touch the metal case of the receiver before touching the Smart Card.
3. Carefully remove the Smart Card for 15 seconds.
4. Carefully reinsert the Smart Card with the colored side up and the arrow facing into the receiver.
5. Power your receiver back on.

Black Square on Screen

1. Turn the Closed Captions off on your television. In almost every instance of this, you have selected one of your television's closed caption capabilities (often one of the "Text" options). The black box will generally only cover a portion of the screen and often you are able to view the rest of the picture not covered by this blackened area. The box may go away briefly during channel changes. You may also see varying forms of this; website addresses and possibly the channel name. Because of the wide variety in how menus are accessed and operated between manufacturers, we suggest consulting the television's user guide for instructions on how to turn closed captioning off, or try a different caption mode to give the desired result.

Remote

Not Operating Receiver

1. Verify you are using your Dish Network remote.
2. If you have more than one satellite receiver in your home, verify you are using the correct Dish Network remote for that box.
3. Make sure you are in SAT mode.
Press either the SAT button on your remote or the Mode button until the remote lights under SAT.
4. Properly install new batteries in the remote.
*See battery reference.
5. If you have a UHF receiver, make sure the UHF antenna on the back of the receiver is still connected.
6. If you do not have a UHF receiver, ensure that there is nothing blocking the view between your remote and the receiver's front panel.
7. Power the receiver off from the front panel.
8. Remove the Smart Card for 15 seconds then reinsert the card.
9. Power the receiver back on.

Not Operating TV, VCR, Stereo or Auxiliary Equipment.

1. Verify you are using your Dish Network remote.
2. Make sure you are in the correct mode, (TV, VCR, AUX).
3. Press the appropriate mode button on your remote or the separate Mode button until the remote lights under the desired device.
4. Properly install new batteries in the remote.
*See battery reference.
5. If you have separate mode buttons at the top of your remote, follow these steps:
 - With the desired equipment on, press and hold the correct mode button, (TV, VCR, AUX) until all the mode button lights come on, then release.
 - Press and release the Power button.
 - Press the Up arrow button once a second while pointing the remote at the desired piece of equipment.
 - When the equipment turns off, press the pound (#) button.
6. If you have a single mode selection button at the top of your remote, follow these steps:
 - With the desired equipment on, press and release the Mode button until the light under the desired mode lights up.
 - Press the Address button on the remote.
 - Press and release the Power button.
 - Press the Up arrow button once a second while pointing the remote at the desired piece of equipment.
 - When the equipment turns off, press the Address button.

Battery Reference

Infrared remote with no Mode option

- (2) AAA batteries
- Battery direction alternates
- Flat side of battery goes against the spring

Infrared or Infrared/UHF remote with Mode button

- (4) AAA batteries
- Battery direction alternates
- Flat side of battery goes against the spring

Infrared or Infrared/UHF remote with individual mode buttons

- (4) AAA batteries
- Battery direction is the same
- Flat side of battery goes in first

DishPlayer or DishPlayer PTV remote

- (2) AA batteries
- Battery direction alternates
- Flat side of battery goes against the spring